

MISSOURI BOARD OF PHARMACY

ANNUAL REPORT

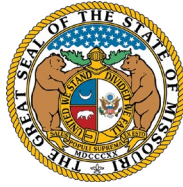


FY 2020

Michael L. Parson, Governor
State of Missouri

Chlora Lindley-Myers, Director
Department of Commerce and Insurance

Sarah Ledgerwood, Interim Director
Division of Professional Registration



Michael L. Parson
Governor
State of Missouri

Sarah Ledgerwood, Interim Division Director
DIVISION OF PROFESSIONAL REGISTRATION

Department of
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Chlora Lindley-Myers, Director

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Executive Director
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To The Honorable Governor Michael L. Parson:

In compliance with § 338.140.3, RSMO, the Missouri Board of Pharmacy is pleased to submit its Annual Report which contains the proceedings of the Board for the fiscal year ending June 30, 2020 ("FY 20"). The Board's mission is to protect the public in the regulation of pharmacy practice. The Board of Pharmacy is pleased to report another successful year.

Respectfully yours,
MISSOURI BOARD OF PHARMACY
By:

A handwritten signature in black ink, appearing to read "K A Grinston", written over a horizontal line.

Kimberly Grinston
Executive Director



Department of Commerce and Insurance
Division of Professional Registration
Missouri Board of Pharmacy

FY 2020

Board Members

Douglas Lang, R.Ph., President
James Gray, PharmD., Vice-President
Colby Grove, PharmD., Member
Christina Lindsay, PharmD., Member
Pamela Marshall, R.Ph., Member
Anita K. Parran, Public Member
Christian Tadrus, PharmD., Member

Missouri Board of Pharmacy

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Kimberly A. Grinston, J.D., Executive Director

TABLE OF CONTENTS



Executive Summary	5
About the Board	8
Board Operations	9
Financial Summary	14
Licensing	16
Complaint Handling	29
Disciplinary Actions	32
Inspections/Investigations	36
Compounded Drug Testing	38
Rulemaking	39
Strategic Initiatives	40
Rx Cares for Missouri	44

Executive Summary



This Annual Report covers the activities of the Missouri Board of Pharmacy from July 1, 2019 to June 30, 2020 (FY20). The Board is pleased to announce another successful regulatory year as reflected below:

Board Operations

- The Board held 44 meetings during FY 20, representing a 91% increase from FY 19. The increase is primarily attributable to COVID-19 related Board meetings, including, three emergency meetings. Additionally, the Board also facilitated (3) three Missouri Hospital Advisory Committee meetings.
- COVID-19 significantly impacted the state and Board operations in FY 20. The Board was able to maintain all critical functions, however, several modifications were initiated to protect the public/staff, including: a remote work program, a modified risk-based inspection schedule, and enhanced COVID-19 screening and sanitation procedures. The Board also worked with state and national partners to address pharmacy related COVID-19 issues. At the request of the Board, seventeen (17) emergency waivers were issued by the Governor, pursuant to Executive Order 20-12.
- As part of its ongoing efforts to protect patients through voluntary compliance, the Board hosted seven (7) educational webinars which included two (2) COVID-19 webinars. Educational programs were free and approved for pharmacist continuing education.

Financial Overview

- The Board's total appropriation and authorized transfers for FY 20 were \$3,711,927. Of the amount appropriated, Board expenditures remained consistent at \$ 2,679,673.39, representing a slight 0.64% decrease from FY 19.
- In compliance with § 338.070 and to address a 55% increase in FY 19 revenue, renewal fees were decreased in FY 20 from \$ 450 to \$ 300 for pharmacies, drug distributors, drug outsourcers and third-party logistics providers. As anticipated, increases in Board revenue slowed to a moderate 5%. The Board will continue monitoring revenue trends to ensure compliance with § 338.070.

Licensing Summary

- The Board's total licensee/registrant count increased by 11% to 42,084 licensees/registrants. All license categories increased, excluding pharmacies (-5%), drug distributors (-.2.6%), drug distributor registrants (-1%), and temporary pharmacists (-59%). The licensing increase is the largest since FY 12 with third-party logistics providers experiencing the largest increase of 26.5%
- Total licensees/registrants at the close of FY19 were:
 - Drug Distributors (1,300)
 - Drug Distributor Manufacturer Registrants (102)
 - Drug Outsourcers (39)
 - Intern Pharmacists (1,978)
 - Pharmacists- Active & Inactive (11,822)
 - Pharmacists- Temporary (15)
 - Pharmacies (2,618)
 - Pharmacy Technicians (24,043)
 - Third-party Logistics Providers (167)
- While total license counts increased, new licensees/registrations decreased for the second consecutive fiscal year from 6,239 in FY 19 to 6,018 in FY 20 (a 3.5% decline).
- Thirty-seven (37) Missouri counties/areas experienced a decrease in pharmacies in FY 20, compared to 11 counties in FY 19. Only Christian County experienced an increase in the number of pharmacies. Ralls county continues as the only county without a pharmacy.

Executive Summary



Complaint Handling

- New complaints increased by 8.8% to 607 complaints. While the Board experienced an overall complaint increase, complaint numbers were historically lower for the second fiscal year due to no tax compliance cases being referred to the Board by the Missouri Department of Revenue while the Department of Revenue transitioned to a new software system. New complaint numbers are expected to increase in FY 21 as the Department of Revenue resumes tax compliance referrals.
- The Board issued final dispositions on approximately 620 complaints/cases, representing an 8% decrease. The decrease is attributable to a sharp decrease in tax compliance complaints being referred to the Board in FY 19 and FY 20 by the Missouri Department of Revenue.
- Six-hundred and eighteen (618) of the 620 complaints/cases were non-tax related, while two (2) cases were tax referrals. Of the 618 non-tax related complaint dispositions, 89.6% resulted in no disciplinary action (554 cases), while disciplinary action was taken in the remaining 10.3% of cases (64 cases).

Disciplinary Actions

- The Board issued disciplinary action in 64 cases in FY 20. All disciplinary actions were practice-related; No tax related disciplinary cases were referred by the Department of Revenue in FY 20. Overall, practice-related disciplinary actions declined by 51%, with the largest decrease in pharmacy technician disciplinary actions (51.8%).

Inspections

- 985 inspections of pharmacies, drug distributors, drug outsourcers and third- party logistics providers were conducted, representing a 19% decrease from FY19. Similarly, total investigations decreased by 9% in FY 20 to 211 investigations. The decreases are primarily attributed to COVID-19 related state travel and work restrictions during FY 20, which included a seven (7) week suspension of all non-emergency Board inspections. Additionally, a modified inspection schedule was implemented in February 2020 to reduce the risk of COVID-19 exposure for Board staff and Missouri patients.
- Inspection results remained consistent in FY 20 with 32% of inspections ending with no violations observed, 49% with violations noted and 18% ending with a compliance notice issued requiring official documentation of corrective measures.

Compounded Drug Testing

- Pursuant to statutory authority, the Board conducts a testing program for drug preparations compounded by licensed pharmacies. 80.7% of products tested in FY20 were satisfactory while 19.3% were unsatisfactory.

Rulemaking

- The Board continued its review of Missouri's pharmacy rules to ensure appropriate and consistent regulation. Eight administrative rules were adopted or amended in FY 20. The Board also submitted five (5) legislative proposals for approval by the Governor.

Strategic Initiatives

- The Board continued its focus on implementing standards-based regulation that would:
 1. Establish standards of practice to ensure patient safety
 2. Eliminate unnecessary regulatory requirements and barriers to practice, and



3. Maximize pharmacist skill, training and education to enhance patient access to care.
- The Board's annual strategic planning meeting was held in October 2019, resulting in adoption of the Board's FY 20 – FY 21 Strategic Focus Goals as reflected herein.

Rx Cares for Missouri

- The Rx Cares for Missouri Medication Destruction and Disposal Program (the Program) began its first full year of implementation in FY 20. The statewide Program provides funding to approved participants for collection and destruction of unused/unwanted medication, including, controlled substances. As part of the Program, approved participants are provided a free medication collection receptacle that complies with state and federal controlled substance laws. Collected medication can be mailed/submitted to the Program vendor (Sharps Compliance®) up to twelve (12) times per year at no cost to the participant.
- Sixty-two (62) program participants were approved and enrolled in the Program in FY 20. \$ 220,385.71 was expended for the Program, with 836.95 pounds of medication being destroyed between January 2020 and June 30, 2020. Program totals only reflect medication destruction during a portion of the fiscal year and were likely impacted by COVID-19 related pharmacy closures and public access/travel restrictions at the end of FY 20. The Board anticipates an increase in Program reach in FY 21 and will continue marketing the Program to increase awareness and participation.



Mission Statement

The Board's mission is to serve and protect the public by providing an accessible, responsible and accountable regulatory system that:

- Protects the public from incompetence, misconduct, gross negligence, fraud, misrepresentation or dishonesty;
- Licenses only qualified and competent professionals, and;
- Ensures compliance with professional standards and federal and state pharmacy law.

ABOUT THE MISSOURI BOARD OF PHARMACY

The Missouri Board of Pharmacy was statutorily created in 1909 and has served the citizens of Missouri through the regulation of pharmacy practice for over 100 years. The Board of Pharmacy is an autonomous Board within the Division of Professional Registration, an agency of the Department of Insurance, Financial Institutions and Professional Registration.

MEMBERSHIP

The Board consists of seven (7) members, including, six (6) licensed pharmacists actively engaged in the practice of pharmacy and one (1) public member. By statute, at least one member must provide pharmaceutical services to a hospital, skilled nursing facility or intermediate care facility on a full-time basis. Board members are appointed by the Governor and confirmed by the Missouri Senate. All members hold office for five (5) years from the date of their appointment or until their successors have been appointed and qualified. The Board annually elects a president and vice-president, each of whom serve one (1) year terms.

FUNCTIONS

Pursuant to Chapter 338, RSMo, the Board has superintending control over the practice of pharmacy in the State of Missouri and its primary duties consist of:

- Ensuring compliance with Chapter 338, RSMo, and the rules of the Board;
- Licensing/registering pharmacists, pharmacy technicians, intern pharmacists, pharmacies, drug distributors, drug outsourcers and third-party logistics providers;
- Investigating complaints within the Board's statutory jurisdiction;
- Disciplining licensees which may include, public censure, probation, suspension or revocation of a licensee/registrant;
- Inspection of pharmacies, drug distributors, drug outsourcers and third-party logistics providers;
- Approval of preceptors and intern training facilities.

Board Operations



General Board Operations

The Board held forty-four (44) meetings during FY 20, including, four (4) regular session meetings, twenty (20) conference call meetings, three (3) email ballot meetings and seventeen (17) Board sub-committee meetings [Pilot Project Sub-Committee (15), Sterile Compounding Sub-Committee (2)]. Total Board meetings increased by 91%, which is primarily attributable to COVID-19 related Board meetings during the last fiscal quarter.

In addition to Board meetings, the Missouri Hospital Advisory Committee established by § 338.165, RSMo, held three (3) meetings facilitated by the Board.

Staff

The following staff were employed by the Board at the close of FY20:

Staff

- **Kimberly Grinston, J.D., Executive Director**
- Jennifer Boehm, Administrative Coordinator
- Laura Henke, Pharmacy/Drug Distributor Coordinator
- Sarah Decker, Compliance Coordinator
- Angela Fulton, Pharmacy Technician Coordinator
- Kimberly Hatfield, Pharmacist Coordinator
- Erin Parks, Pharmacist Coordinator

Inspectors

- **Tom Glenski, R.Ph., Chief Inspector**
- Bennie Dean, R.Ph.
- Katie DeBold, PharmD.
- Andrea “Andi” Miller, PharmD.
- Scott Spencer, R.Ph.
- Lisa Everett, R.Ph.
- Daniel Vandersand, R.Ph.
- Elaina Wolzak, R.Ph.
- Barbara Wood, R.Ph.

COVID-19 Pandemic:

On January 31, 2020, the U.S. Secretary of Health and Human Services declared a public health emergency due to the COVID-19 pandemic. Governor Parson declared a similar State of Emergency on March 13, 2020, finding that COVID-19 poses a serious health risk for Missouri residents and visitors. Governor Parson subsequently ordered the closure of state office buildings on March 24, 2020, followed by several Missouri municipalities issuing similar travel and business restrictions.

As a result of the State of Emergency, Board offices were closed for approximately three (3) weeks, while Inspectors were restricted from travel for approximately seven (7) weeks (excluding emergency travel). A series of safety measures were implemented after Board operations resumed to maintain core Board functions while reducing the risk of COVID-19 exposure for staff and the public, including:

- Enhanced safety and sanitation procedures consistent with guidelines from the Centers of Disease Control and Prevention (CDC), including, requiring personal protection equipment (PPE) for all Board staff and enhanced cleaning/disinfection procedures for the Board office and Board equipment.
- Establishing a remote work program for office staff that allowed staff to maintain core Board functions from home (e.g., application processing, complaint intake, phone/e-mail inquiries). Necessary equipment and training was provided by the Board office.
- A modified risk-based inspection schedule, with limited inspections of locations servicing vulnerable patient populations, such as long-term care facilities and infusion/chemotherapy clinics.
- Revised COVID-19 inspection procedures based on CDC guidelines, including, daily temperature checks for Board inspectors and a COVID-19 inspection screening survey.
- Modified application procedures to assist applicants unable to complete application requirements due to COVID-19 restrictions (e.g., application notarization, fingerprinting, non-resident state inspections, etc.). Modifications included: (1) accepting electronic filings/documents, (2) expedited application procedures for 2020 pharmacy graduates, (3) early



testing authorization for pharmacist applicants, and (4) issuing temporary pharmacy permits/licenses for non-resident entity applicants licensed and in good standing in another U.S. state or territory (pharmacy, drug distributor, drug outsourcer and third-party logistics provider applicants). Final licenses were issued upon completion of all statutory/rule application requirements.

All Board meetings were conducted virtually beginning April 2020; Instructions for accessing/participating in the open session meetings were provided to the public and posted on the Board's website. As reflected above, Board meetings increased by 91%, including, three (3) emergency COVID-19 related conference calls. The Board also hosted two (2) free webinars in March and April 2020 to provide COVID-19 updates, and established an online pharmacy COVID-19 resource center.

Additionally, the Board coordinated with state and federal partners to address COVID-19 related pharmacy issues, including, the United States Food and Drug Administration, CDC, Missouri Department of Health and Senior Services, and MoHealthNet. At the Board's request, the following COVID-19 statutory/rule waivers were approved by Governor Parson pursuant to Executive Order 20-12:***

- Section 338.010: Waived to allow Missouri-licensed pharmacists to provide childhood vaccines as authorized by the United States Department of Health and Human Services (DHSS)
- Section 338.010: Waived to allow Missouri-licensed pharmacists to provide COVID-19 vaccines as authorized by DHSS
- Section 338.013: Waived to extend the pharmacy technician renewal deadline from May 31, 2020, to July 31, 2020.
- Section 338.013 & § 338.020: Waived to allow pharmacists and pharmacy technicians registered/licensed in other states to assist a Missouri licensed pharmacy or a Missouri-licensed hospital or healthcare facility during the COVID-19 State of Emergency.
- Section 338.056: Waived to allow pharmacists to substitute albuterol inhalers during the State of Emergency with other albuterol inhalers listed in the FDA's Approved Drug Products with Therapeutic Equivalence Evaluations (Orange Book), if the prescribed albuterol inhaler is unavailable due to a shortage.
- Section 338.200: Waived to allow pharmacies/pharmacists to dispense up to a sixty (60) day emergency supply of medication or the smallest unit of use available in inventory. Current law only authorizes a thirty (30) day emergency supply.
- Section 338.220: Waived to allow pharmacies licensed in another U.S. state or territory to assist a Missouri pharmacy during the State of Emergency.
- 20 CSR 2220-2.010(1)(A): Waived to allow pharmacy technicians/intern pharmacist to dispense medication without a pharmacist present if dispensing is necessary to provide disaster or emergency relief or for patient safety, provided the medication has been previously verified by a pharmacist.
- 20 CSR 2220-2.010(1)(B): Waived to allow remote final product verification by a pharmacist if needed to provide disaster or emergency relief.
- 20 CSR 2220-2.200(10)(B): Waiver granted to allow portability of qualified sterile compounding staff to prevent interruptions in patient care or to ensure the availability of pharmacy services during the State of Emergency.
- 20 CSR 2220-2.200(14): Waiver granted to allow expanded compounding for hospitalized patients, pursuant to the FDA's temporary authority during the COVID-19 pandemic.
- 20 CSR 2220-2.400(12): Waiver granted to allow hospital pharmacies to compound preparations without a patient-specific prescription to treat COVID-19 patients, or to assist other hospitals unable to provide compounding services during the State of Emergency.
- 20 CSR 2220-2.650: Waiver granted to allow pharmacies to assist/share pharmacy services with another pharmacy



without a Class-J Shared Services permit, if the shared services are necessary to prevent interruptions in patient care due to COVID-19.

- 20 CSR 2220-6.055(6): Waiver granted to allow pharmacy technicians and intern pharmacists to assist a pharmacist with non-dispensing functions at a non-pharmacy location.
- 20 CSR 2220-2.700(1)/20 CSR 2220-6.055(6): Waiver granted to allow pharmacy technicians and intern pharmacists to perform remote data entry activities from home or outside of a pharmacy.
- 20 CSR 2220- 6.040(8)/20 CSR 2220-6.050(7)(A) and (7)(B): Continuing education and updated cardio-pulmonary resuscitation (CPR) requirements waived for pharmacists renewing their Notification of Intent to administer medication by prescription order or to immunize by protocol. Note: The CPR waiver only applied to pharmacists who held an active CPR certification prior to the State of Emergency.
- 20 CSR 2220- 7.025(4)(C): Waiver granted to allow intern pharmacists to earn more than forty-eight (48) hours of intern practice training per week during the State of Emergency.
- 20 CSR 2220-7.080(2): Waiver granted to reduce required pharmacist continuing education for the 2020 renewal year from thirty (30) to fifteen (15) hours.

*** Additional restrictions/requirements apply to the above waivers; See the Board's website for complete waiver information.***

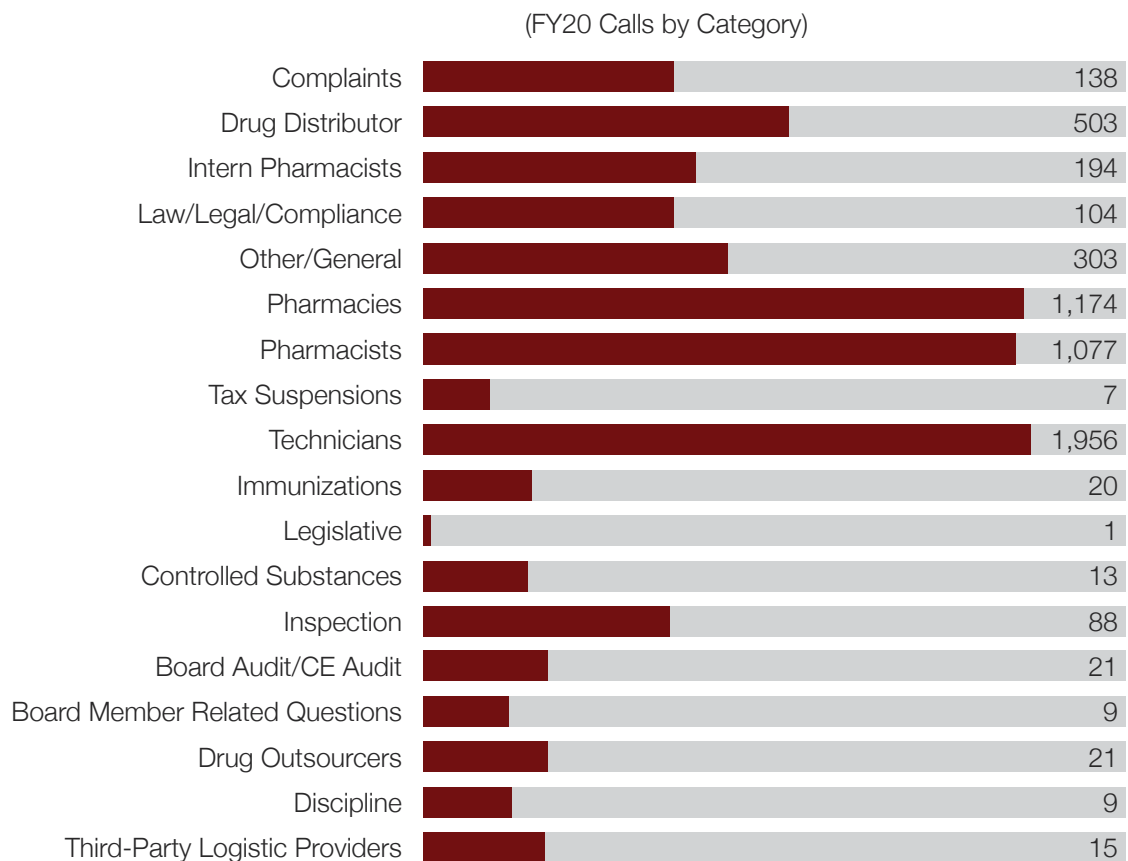
Board Operations



Office Activities

In addition to the above activities, the Board received/responded to 5,654 telephone calls during FY 20, representing a 31% decrease from FY 19. This decrease is likely attributable to state office closures and remote work allowances implemented during the last quarter of FY 20 due to the COVID-19 pandemic. Licensees and the public were encouraged to e-mail the Board office during this period and staff reported a significant increase in e-mail inquiries. Board e-mail accounts were regularly monitored, including, after regular business hours during the initial pandemic stages. The Board also implemented an online “Ask the Inspector” tool in FY 20 to allow licensees to submit online compliance questions to a Board pharmacist/Inspector. Inquiries received before noon on Monday-Thursday generally received a response the same day.

Major call topic areas are identified below:



* Pharmacist category includes licensing, continuing education and audit related questions.



Education/Training

As part of its ongoing efforts to promote voluntary compliance, the Board hosted the following compliance webinars in FY 20 (participants were awarded free continuing education credit):

- 2019 Sterile Compounding Update
- 2019 Legislative Update
- 2019 Chief Inspector Compliance Update (Q&A Session)*
- Missouri Bureau of Narcotics and Dangerous Drugs Update (BNDD)
- COVID-19 Update (March 2020)
- COVID-19 Update (April 2020)
- 2020 Regulation Update

Gold Certificates

The following individuals received Gold Certificates during FY 20 representing fifty (50) years of licensure as a Missouri pharmacist:

- | | |
|-----------------------|--------------------------|
| • Melvin R Bredehoft | • Beverly K Notestine |
| • James E Budde | • Jerry W Peacock |
| • Max E Bullock | • Dennis D Pezzani |
| • Sanford Cohen | • Max Pinkus |
| • Joel A Dickmann | • Richard L Poore |
| • Thomas E Diehl | • Louis L Proctor |
| • William J Dillinger | • Jesse T Robertson |
| • William J Dumey | • Larry J Rolf |
| • G D Dunham | • Edward C Schuch |
| • Heather B Dunn | • David H Silverman |
| • Frank R Fisher | • Thomas G Simon |
| • Thomas J Ginther | • John C Snyder |
| • John L Goble | • Kenneth W Solomon |
| • Leroy Graham | • Christina Stockinger |
| • Larry D Hartell | • Kurt E Tegtmeier |
| • William S Henderson | • Janet R Tucker |
| • Robert L Hilton | • William L Voegtli |
| • Robert W Jaeger | • Paul P Walker |
| • Gary J Keifer | • James L Washington |
| • Ronnie E Kilgore | • Leighton F Wassilak |
| • Donald F Knepper | • Larry D Webber |
| • Kerry L Knochenmus | • Mary S Weber |
| • George W Koerble | • William Weeks |
| • Thomas M Ludden | • Lawrence G Windmoeller |
| • Lawrence S Martin | • Albert F Winkeler |
| • William C McHugh Jr | • Charles W Wunning |
| • Molly M McShane | • James A Young |
| • Wilford V Morris | |
| • Glen D Newman | |

Financial Summary



Financial Overview

The Missouri Board of Pharmacy's appropriation for fiscal year ending June 30, 2020, was as follows:

Personal Service	\$ 1,221,194
Expense and Equipment	\$ 1,418,418
Criminal History Fund	\$ 5,000
Transfers*	\$ 1,016,315
	<hr/>
	\$ 3,711,927

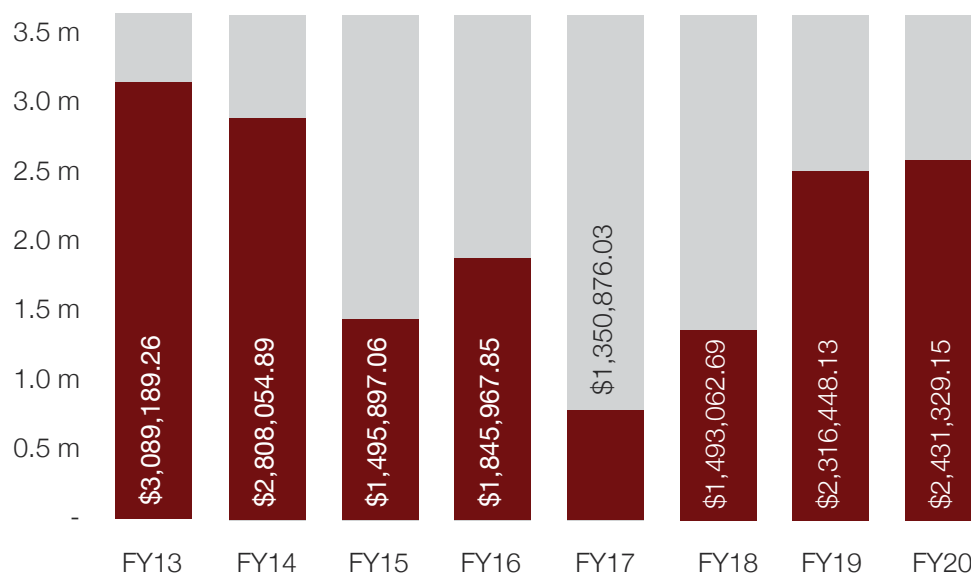
Of the amount appropriated, the Board expended \$ 2,679,673.39 in FY 20 as follows:

Personal Service	\$ 1,166,531.28 (43%)
Expense and Equipment	\$ 579,873.12 (22%)
Transfers*	\$ 933,269.29 (35%)

**Transfers include costs/transfers for rent, the Division of Professional Registration, IT transfers, licensee refunds, attorney general services, Administrative Hearing Commission, DIFP Allocated Expenses and OA Allocated Expenses.*

Revenue Received:

The Board of Pharmacy is statutorily obligated to establish fees as necessary to administer the provisions of Chapter 338, RSMo. Section 338.070, RSMo, provides fees must be appropriate so that revenue produced does not substantially exceed the cost and expense of administering Chapter 338. In compliance with § 338.070 and to address a 55% increase in FY 19 revenue, the Board lowered renewal fees in FY 20 from \$ 450 to \$ 300 for pharmacies, drug distributors, drug outsourcers and third-party logistics providers. As intended, the Board experienced a smaller 5% increase in FY 20 revenue, as reflected below:

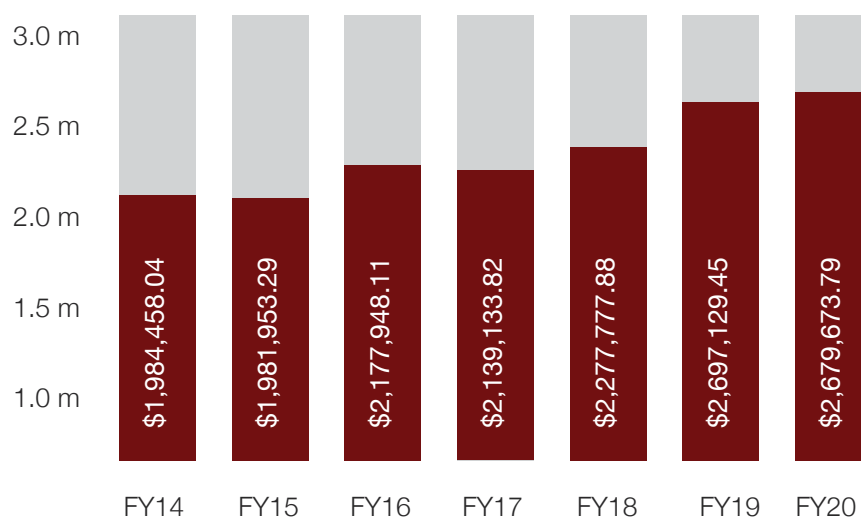


The Board will continue to monitor revenue trends to ensure compliance with § 338.070, RSMo.



Board Expenditures:

Board expenditures remained consistent with a 1% decrease in FY 20 as reflected below:





Licensing Summary

Pursuant to Chapter 338, the Board licenses and regulates pharmacists, intern pharmacists, pharmacy technicians, pharmacies, drug distributors, drug outsourcers and third-party logistics providers.

The Board's total licensee/registrant count increased by 11%, with an increase in all license categories excluding pharmacies (-5%), drug distributors (-.2.6%), drug distributor registrants (-1%), and temporary pharmacists (-59%). The total licensee increase is the largest since FY 12. Third-party logistics providers experienced the largest increase of 26.5% as reflected below:

- Drug Outsourcers (+5.4%)
- Intern Pharmacists (+7%)
- Pharmacists (Active and Inactive) (+1.4%)
- Pharmacy Technicians (+21.7%)
- Third-Party Logistics Providers (+26.5%)

While total license counts increased, new licensees/registrations decreased from 6,239 in FY 19 to 6,018 in FY 20. Totals reflect a decrease in new licenses/registrations for the second consecutive fiscal year, representing a 3.5% decline in FY 20 as reflected below:

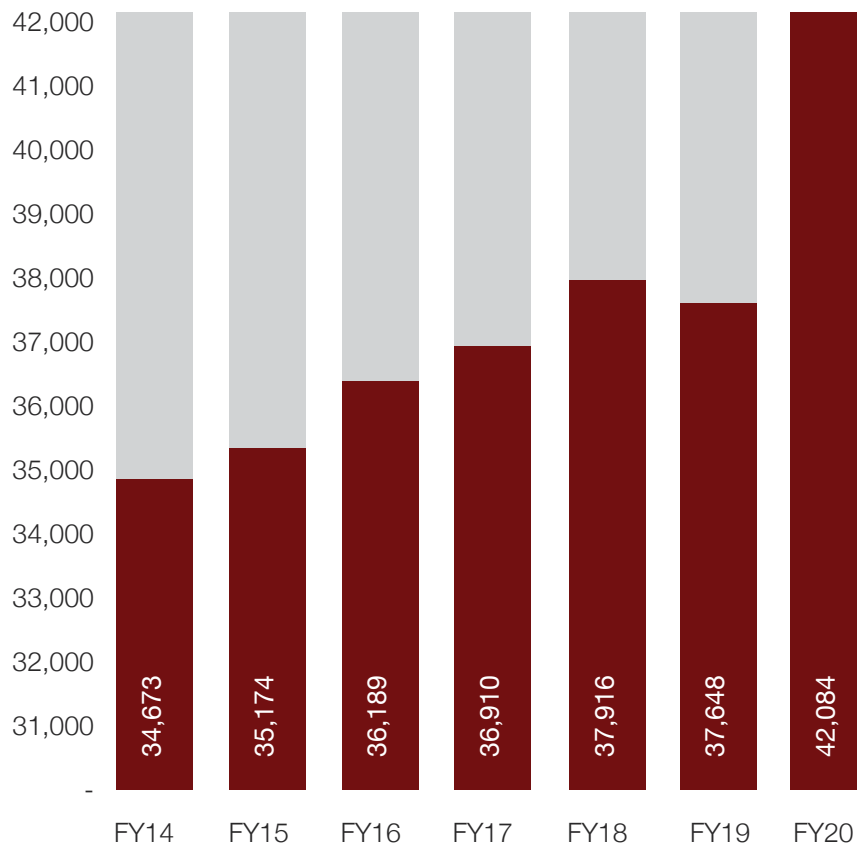
- Drug Distributors (-4.4%)
- Drug Distributor Registrants (+18%)
- Drug Outsourcers (-86.4%)
- Intern Pharmacists (+7%)
- Pharmacies (-11%)
- Pharmacists (Active and Inactive) (+7%)
- Pharmacy Technicians (-1.4%)
- Third-Party Logistics Providers (-64.39%)

Licensing totals at the close of FY 20 are provided by classification below:

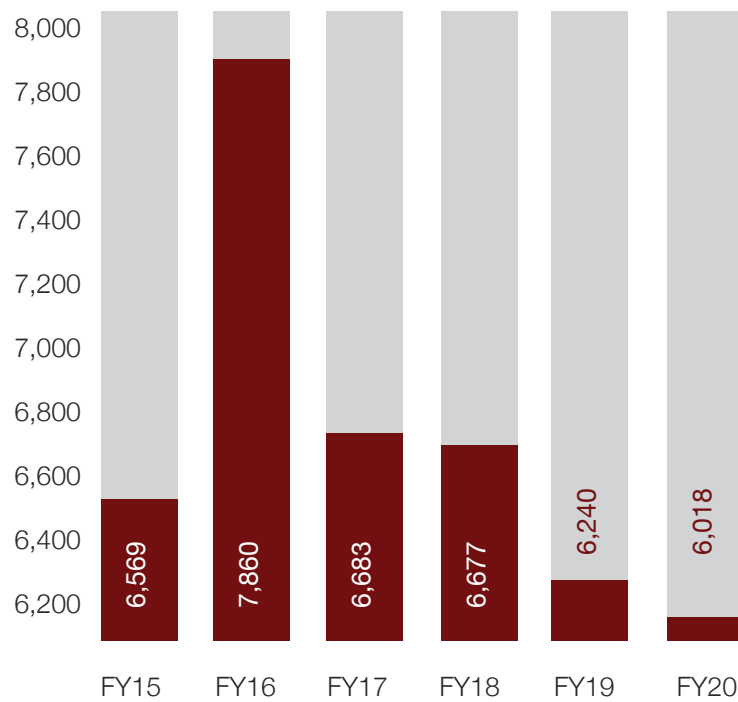
LICENSING TOTALS	
Drug Distributors (licensed & temporary)	1,300
Drug Distributor Manufacturer Registrants	102
Intern Pharmacists	1,978
Pharmacists (active and inactive)	11,822
Pharmacists (temporary)	15
Pharmacies (instate, non-resident and temporary)	2,618
Pharmacy Technicians	24,043
Drug Outsources	39
Third-Party Logistics Provider	167
TOTAL	42,084



Total Licensees/Registrants by Fiscal Year



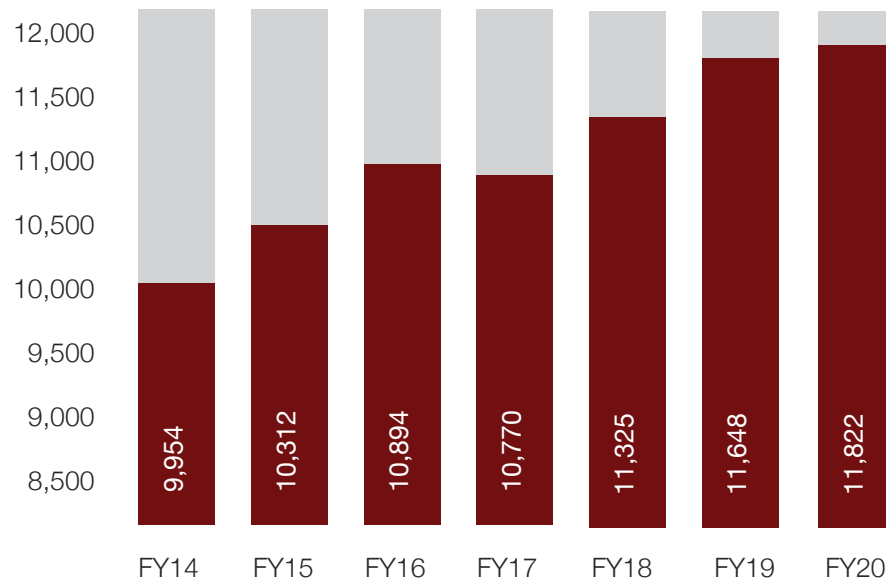
New Licensees/Registrants by FY





Pharmacists:

Total licensed pharmacists remained consistent with a 1.4% increase:



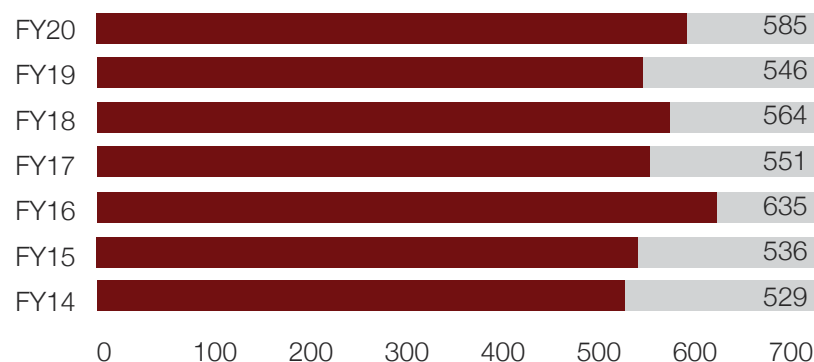
The number of active vs. inactive Missouri pharmacists both resident and non-resident are reflected below. Notably, inactive pharmacists decreased by 51% which is consistent with Board data in a pharmacist non-renewal fiscal year such as FY 20. Pharmacists are only allowed to go inactive during the renewal period.

Active Licensees	11,462
Male	4,934
Female	6,528
Inactive Licensees	360
TOTAL LICENSED PHARMACISTS	11,822

***Inactive pharmacists are not authorized to practice in Missouri but remain licensed.*

Number of New Pharmacist Licenses Issued

Newly licensed pharmacists increased by 7% in FY 20, as reflected below:

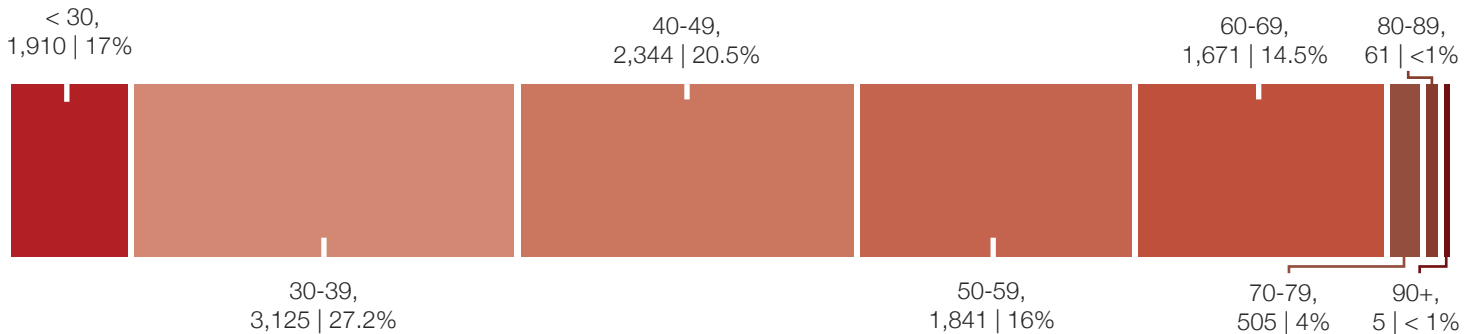




Active Pharmacists By Age Group (Resident and Non-Resident) [#,%]

No significant changes occurred in the number of active pharmacists categorized by age. Forty percent (44%) of licensed Missouri pharmacists are age 39 and under with the remaining sixty percent (56%) at age 40 or above.

(Pharmacist Distribution by Age)



Pharmacists Residing in Missouri

No significant changes occurred in actively licensed resident vs. non-resident pharmacists. Approximately 61.2% of pharmacists reported a Missouri address as reflected below:

Resident Pharmacists	7,018
Non-Resident Pharmacists	4,444
Total Missouri Resident Pharmacists	11,462

Administration & Immunizations:

Pursuant to § 338.010, RSMo, pharmacists are authorized to administer medication by prescription order and to administer vaccines pursuant to a protocol with a Missouri-licensed physician, upon filing a Notification of Intent with the Board. At the end of FY 20:

- 3,411 pharmacists were authorized to administer medication by prescription, representing a 12.8% increase from FY 19.
- 3,684 pharmacists were authorized to administer immunizations by protocol, representing an 11.8% increase.

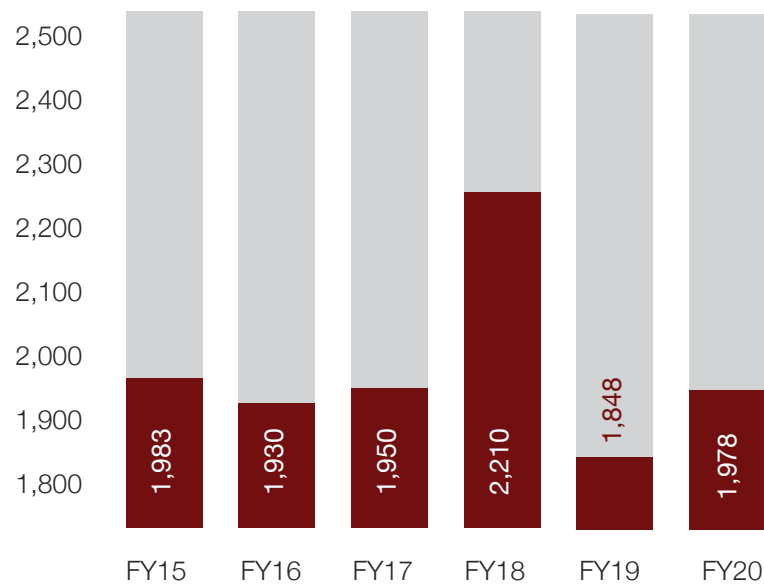
Medication Therapy Services:

Section 338.010, RSMo, authorizes the Board to issue a Certificate of Medication Therapeutic Plan Authority (MTS certificate) which allows pharmacists to provide medication therapy services. A total of 3,496 pharmacists held a MTS certificate at the end of FY 20, representing a 14% increase from FY20.



Intern Pharmacists

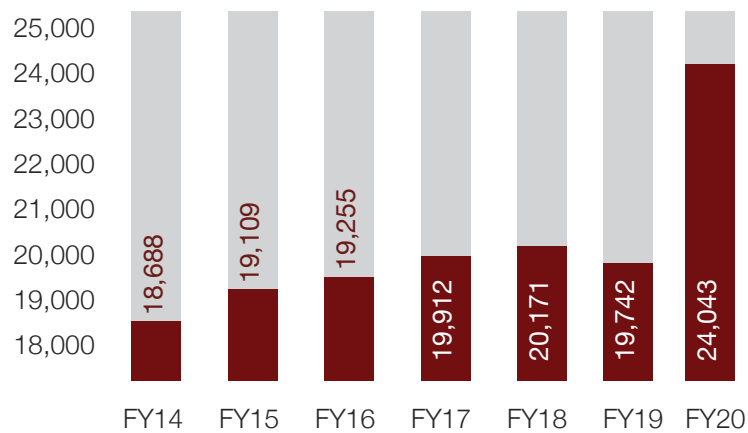
Licensed intern pharmacists increased by 7%, reversing a 16% decline in FY 18. Four-hundred and seventy-one (471) new intern pharmacist licenses were issued in FY 2020, which are reflected in the totals below:





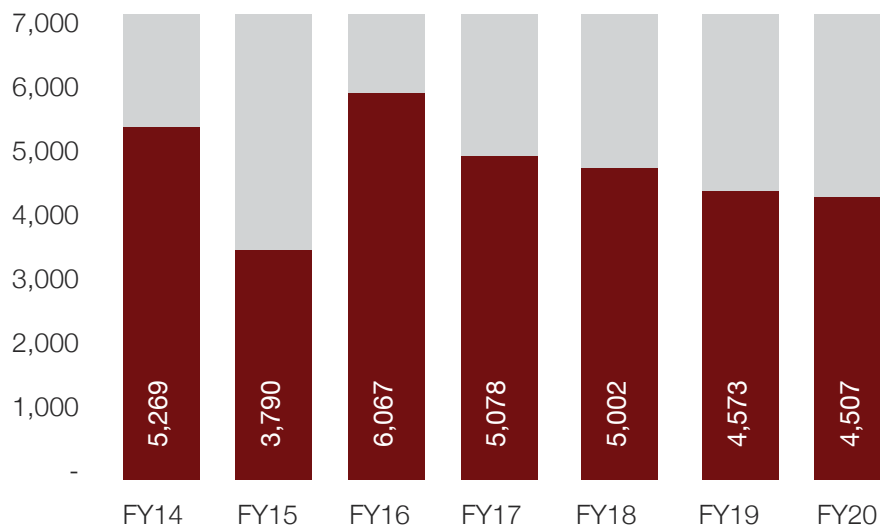
Pharmacy Technicians:

Registered pharmacy technicians increased by 21.7%, reversing a 2.1% decrease in FY 19:



New Pharmacy Technician Registrations Issued

Newly registered pharmacy technicians remained consistent with a 1.4% decline. Although slight, newly registered pharmacy technicians declined for the fourth consecutive fiscal year in FY 20:





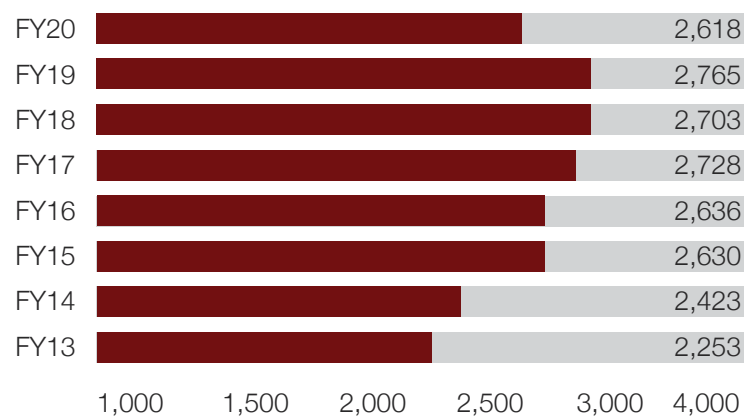
Pharmacy Summary:

PHARMACY PERMIT TOTALS	
Instate Pharmacies	1,435
Non-Resident Pharmacies	1,136
Temporary Pharmacies	47
TOTAL	2,618

Total pharmacies decreased by 5.3%, with a 6.7% decrease in instate pharmacies and a 7.3% decrease in non-resident pharmacies. Temporary pharmacies experienced a spike attributable to a significant increase in temporary permits issued to applicants unable to complete application requirements due to COVID-19 (e.g., Board restricted from performing initial inspections, notarization/fingerprint locations closed, non-resident states not processing document/inspection requests)

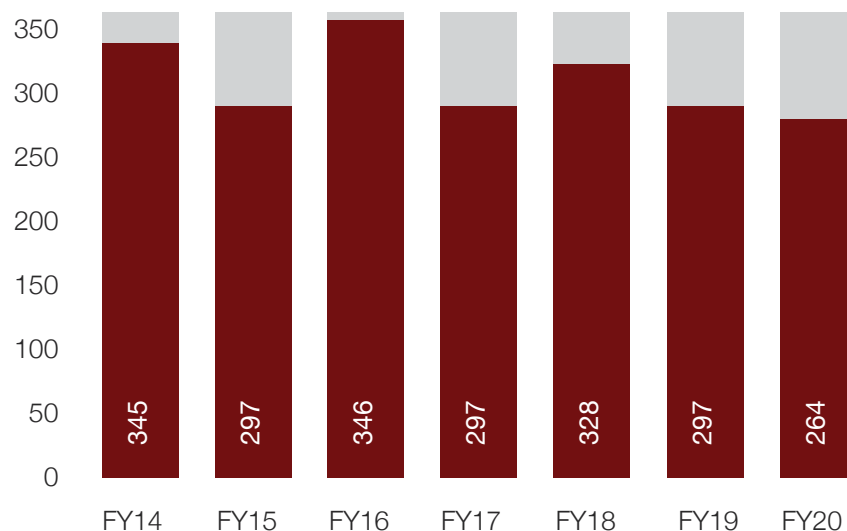
Pharmacy Permitholders By Fiscal Year

Total licensed pharmacies decreased by 5% to 2,618 pharmacies as reflected below:



New Pharmacy Permits Issued

New pharmacy permits decreased by 11% in FY 20. This decrease is uncharacteristic for new pharmacy applicants during a pharmacy renewal fiscal year, based on previous Board history:





Pharmacy Permits by Classification*

(The totals below will not equal the total # of licensed pharmacies. Pharmacies may hold multiple classifications and could be reflected in more than one category).

(Class, Total # in Class/ Missouri Located Pharmacies in Class)	
Class A: Community/Ambulatory	2,109 (1,256 Missouri)
Class B: Hospital Pharmacy	159 (148 Missouri)
Class C: Long-Term Care	904 (816 Missouri)
Class D: Nonsterile Compounding	737 (437 Missouri)
Class E: Radiopharmaceutical	32 (11 Missouri)
Class F: Renal Dialysis	12 (1 Missouri)
Class G: Medical Gas	10 (8 Missouri)
Class H: Sterile Compounding	342 (110 Missouri)
Class I: Consultant Services	24 (3 Missouri)
Class J: Shared Services	1,215 (952 Missouri)
Class K: Internet	41 (1 Missouri)
Class L: Veterinary	52 (5 Missouri)
Class M: Specialty (Bleeding Disorder)	129 (16 Missouri)
Class N: Automated Dispensing System (Health Care Facility)	26 (26 Missouri)

Notably:

- 67.8% of Class H (Sterile Compounding) licensees are non-resident pharmacies,
- 65% of Class E (Radiopharmaceutical) licensees are non-resident pharmacies
- 87.6% of Class M (Bleeding Disorder) licensees are non-resident pharmacies.
- Only 9.7% of Class C (Long-Term Care) licensees are non-resident pharmacies. 90.3% of Class C (Long-Term Care) pharmacies are located in Missouri.

[illegible]

- Number of counties with 0 pharmacies: 1 (Ralls County)
- Number of counties with < 10 pharmacies: 91
- Number of counties with 100+ pharmacies: 2 (St. Louis & Jackson County)
- Thirty-seven (37) counties/areas experienced a decrease in pharmacies in FY 20, compared to 11 counties in FY 19



- Audrain (-1)
- Barton (-1)
- Boone (-2)*
- Butler (-2)
- Callaway (-1)
- Camden (-1)
- Chariton (-1)
- Clay (-3)*
- Cole (-3)
- Cooper (-1)
- Crawford (-1)
- Dunklin (-1)*
- Franklin (-1)*
- Jefferson (-3)
- Greene (-8)
- Henry (-1)
- Howard (-1)
- Howell (-1)
- Jackson (-4)
- Jasper (-2)
- Johnson (-2)
- Lafayette (-1)
- Marion (-2)
- McDonald (-2)
- Moniteau (-1)
- Montgomery (-1)
- New Madrid (-1)
- Nodaway (-2)
- Polk (-1)
- Schuyler (-1)
- Stoddard (-2)
- St. Charles (-6)
- St. Louis City (- 11)
- St. Louis County (-28)
- Taney (-1)
- Texas (-1)
- Webster (-1).

* Counties also declined in FY 19.

- Only Christian county experienced in increase in pharmacies (+2), compared to 11 counties in FY 19.

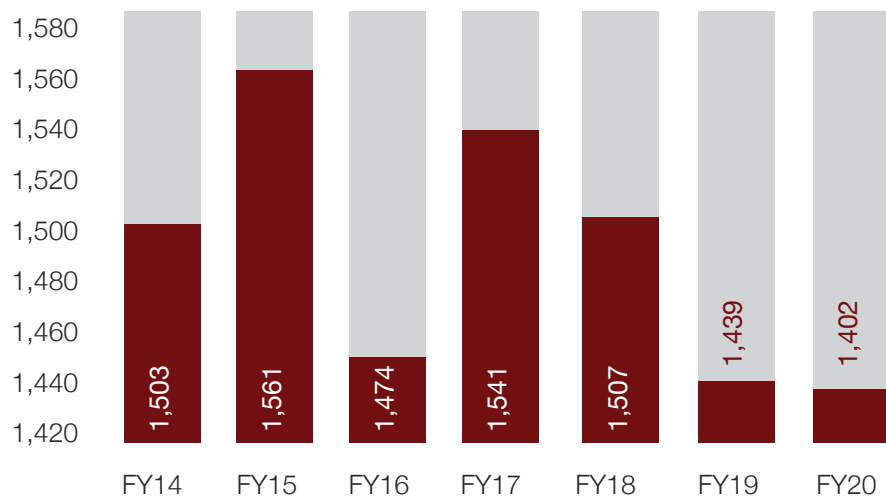


Drug Distributor Summary:

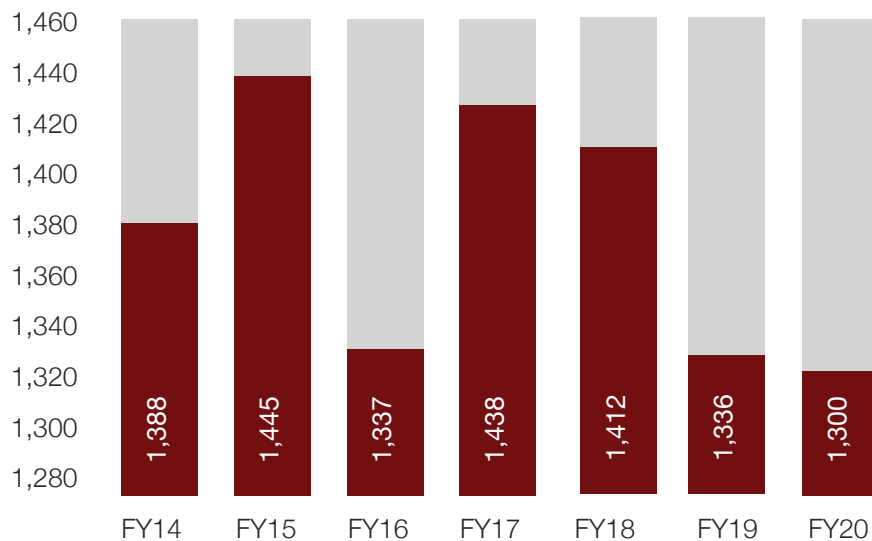
All in-state drug companies that ship/transfer legend pharmaceuticals or drug-related devices are required to be licensed as a Missouri drug distributor. Additionally, out-of-state drug companies or manufacturers that ship/transfer legend drugs or drug related devices into Missouri must hold a Missouri drug distributor license.

TOTAL DRUG DISTRIBUTORS & DRUG DISTRIBUTOR REGISTRANTS BY FISCAL YEAR

Total licensed drug distributors and drug distributor registrants remained consistent with a minor 2.5% decrease (1,300 drug distributors and 102 drug distributor registrants).



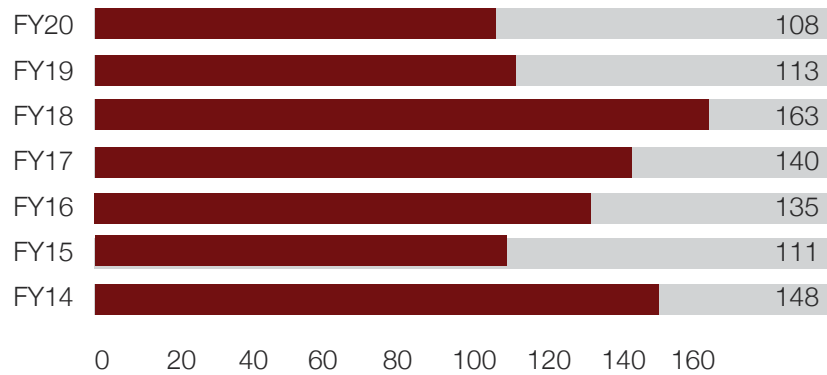
TOTAL DRUG DISTRIBUTORS BY FY



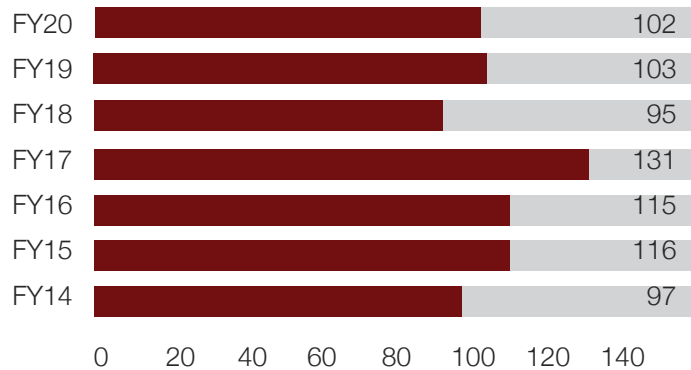


NEW DRUG DISTRIBUTORS LICENSED

Newly licensed drug distributors decreased by 4.4%, in contrast to the 30% decrease experienced in FY 19:

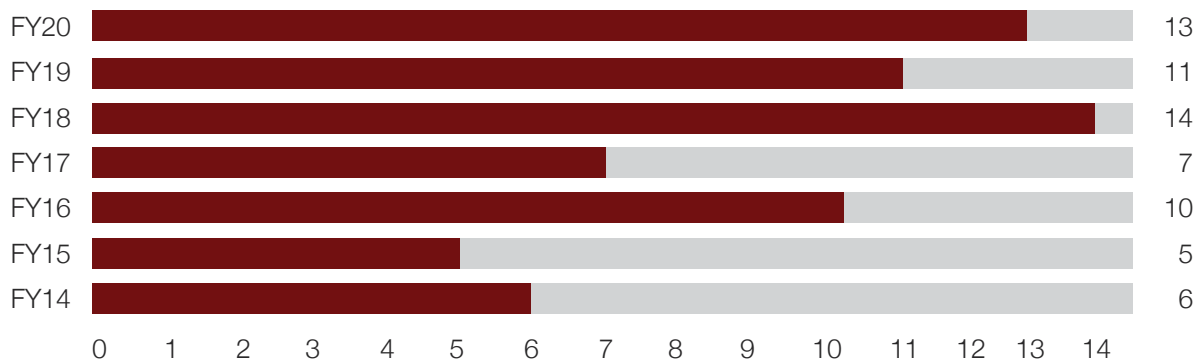


TOTAL DRUG DISTRIBUTOR REGISTRANTS BY FY



NEW DRUG DISTRIBUTOR REGISTRANTS

The number of new drug distributor registrants remained historically low:





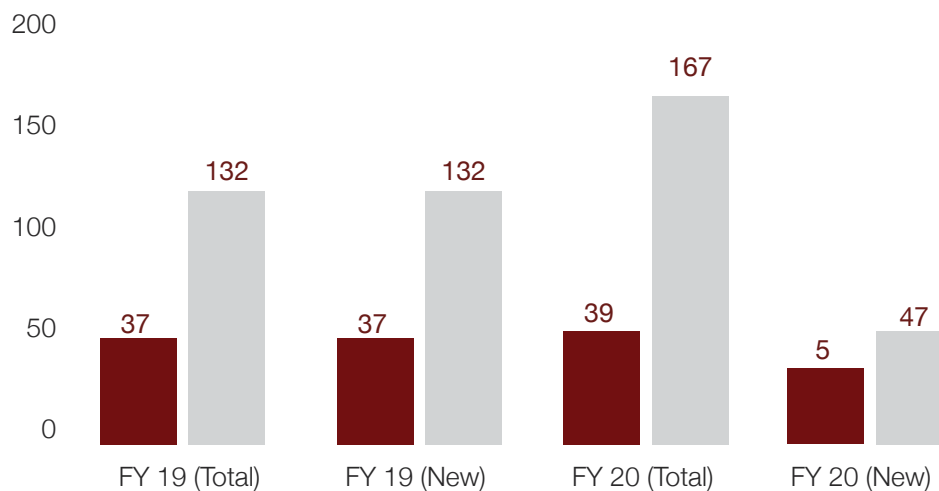
DRUG OUTSOURCERS/THIRD -PARTY LOGISTICS PROVIDERS

The Board began issuing drug outsourcer and third-party logistics provider (3PL) licenses in the fall of 2018, resulting in a large number of initial applicants for both licensing categories during FY 19.

New applications for both license classes declined in FY 20, as anticipated by the Board following the initial licensing year. Specifically, new applications dropped by 86% for drug outsourcers and 64% for 3PLs, while total license counts remained consistent for both drug distributor and 3PL licensing categories.

- Drug Outsourcers- 5 new
- Third-Party Logistics Provider- 47 new

DRUG OUTSOURCERS/THIRD -PARTY TOTALS



Complaint Summary

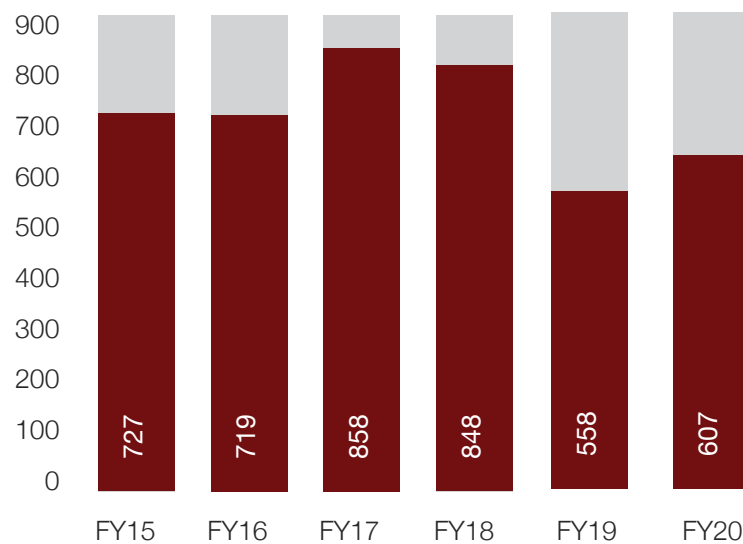


Complaint Summary

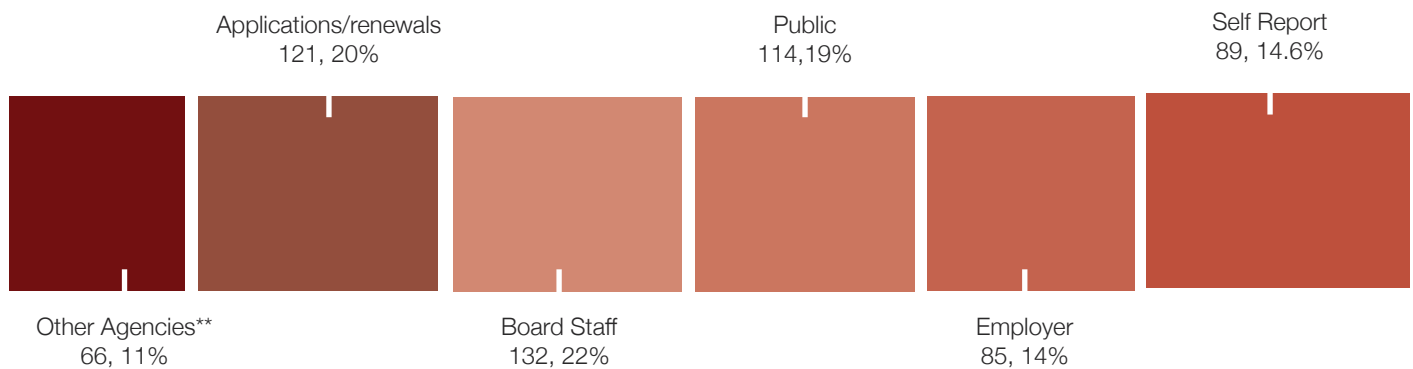
All matters investigated or officially reviewed by the Board are recorded as complaints and processed according to Board procedures. The Board received/opened 607 new complaints in FY 20, representing an 8.8% increase from FY19.

While the Board experienced an overall complaint increase, complaint numbers were historically lower for the second fiscal year due to no tax compliance cases being referred by the Missouri Department of Revenue because of the Department of Revenue's implementation of new reporting software. Complaint numbers are expected to increase in FY 21 as the Missouri Department of Revenue resumes tax compliance referrals.

Complaints Handled by FY



Complaints by Source



Public complaints increased by 4% while self-reports decreased by approximately 7%.

** Includes state disciplinary notifications from the National Association of State Board of Pharmacy (NABP)

Complaint Summary



FY20 COMPLAINTS BY CATEGORY (Non-Tax Related)

Adulterated Drugs	1
Compounding	16
Confidentiality	6
Criminal History	8
Dispensing Error	31
Drug Distribution Violation	5
Drug Diversion	19
Drug Losses	3
Expired Drugs in Active Inventory	1
Fraudulent Prescription	1
Fraud - Unspecified	1
Immunization/Administration	5
Impairment/Addiction	7
Improper Controls	69
Improper/Unauthorized Dispensing	38
Inspection Violations	2
Insurance Fraud	2
Licensure Applicant	61
Medication Therapy Services	3
Other	6
Pharmacy Permit Violations	20
Previous Discipline/Disciplinary Action in Another State	251
Recordkeeping	4
Security	1
Theft (Non-Drug)	16
Unlicensed Activity	13
Unprofessional Conduct	7
Unsanitary Facility	5
Violation of Discipline	4
TOTAL	607

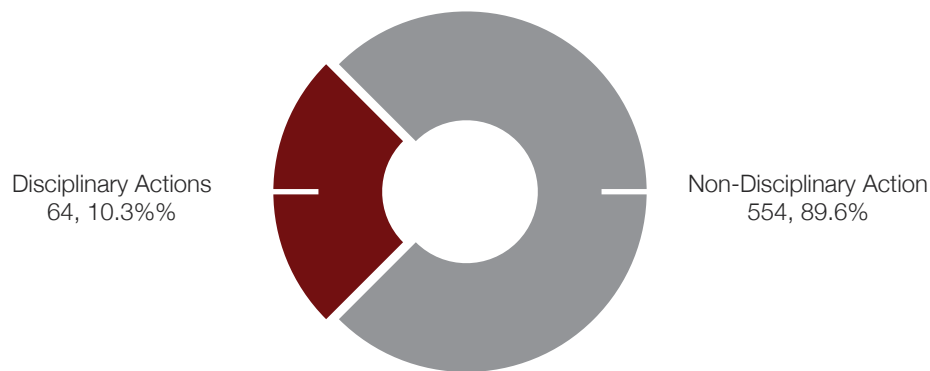
Complaint Summary



COMPLAINT DISPOSITIONS

The Board issued final dispositions on approximately 620 complaints/cases in FY20, representing an 8% decrease from FY 19 that is attributable to no tax compliance complaints being referred to the Board by the Missouri Department of Revenue. Less than 0.5% of disposed complaints involved Department of Revenue tax compliance cases (2 cases). The remaining 618 non-tax cases were disposed of as follows:

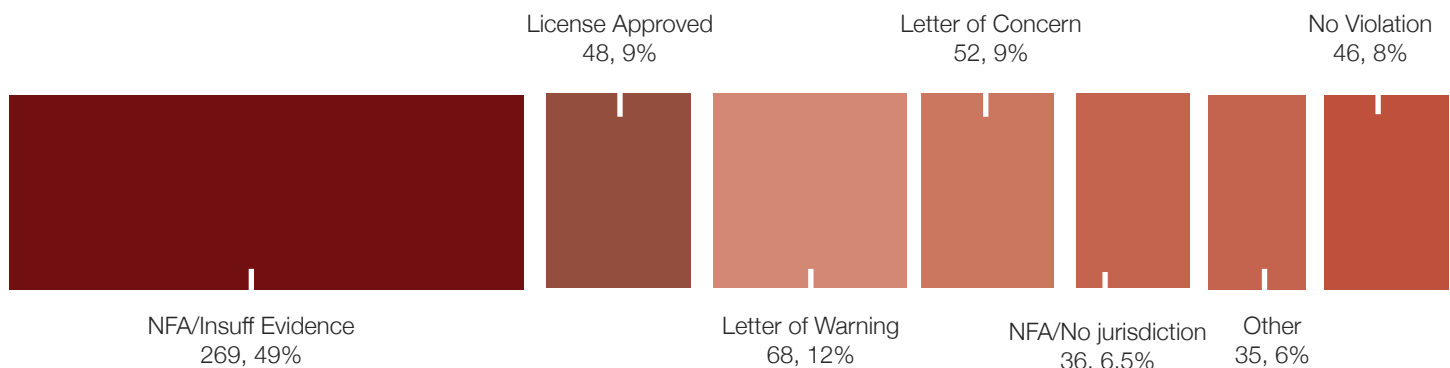
(Non-Tax Related Complaint Dispositions)



**The 620 complaint dispositions includes complaints received in prior fiscal years but finally determined in FY20. As a result, the number of complaints disposed of in FY20 will not equal the number of new complaints received.

SUMMARY OF NON-DISCIPLINARY COMPLAINT RESOLUTIONS:

The following action was taken in the 554 non-tax related complaints closed without disciplinary action in FY 20 (see Disciplinary Action section for complaints closed with disciplinary action):



* Other: Cease & Desist (2), Closed (19), Closed but Flagged for Future Review (12), Voluntary Surrender (2).

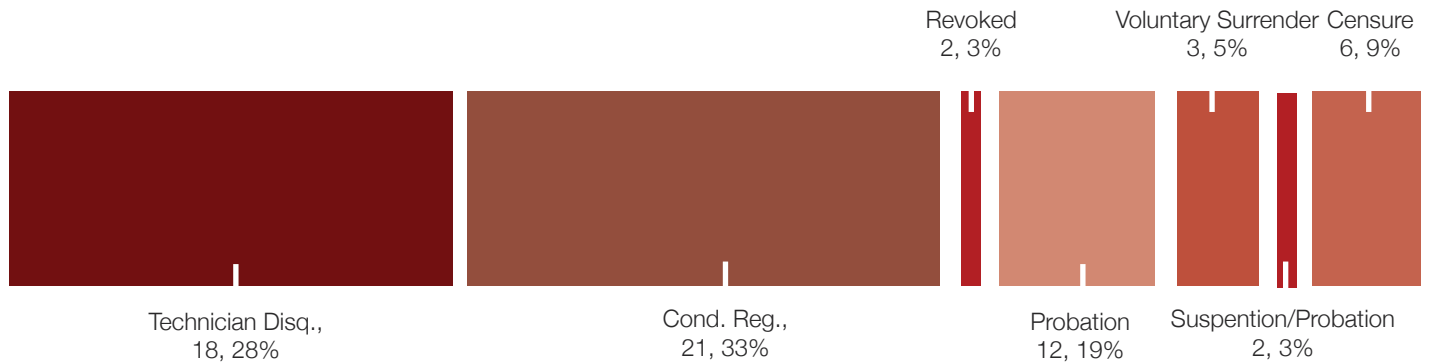
Disciplinary Actions



Summary of Disciplinary Action

The Board issued 64 disciplinary actions in FY 20. All disciplinary actions were practice-related; No tax related disciplinary cases were referred by the Department of Revenue in FY 20.

Overall, practice-related disciplinary actions declined by 51%, with the largest decrease in pharmacy technician disciplinary actions. The following disciplinary action was taken in the sixty-four (64) practice-related disciplinary actions issued in FY 20:



DISCIPLINARY ACTIONS BY CATEGORY

Drug Distributors Probated	1
Pharmacist Licenses Censured	5
Pharmacist Licenses Probated	6
Pharmacist Licenses Revoked	2
Pharmacist Licenses Suspended Followed by Probation	2
Pharmacist Licenses Voluntarily Surrendered (Treated as Discipline)	1
Pharmacy Permits Censured	1
Pharmacy Permits Probated	5
Pharmacy Permits Voluntarily Surrendered (Treated as Discipline)	2
Technicians Disqualified	18
Technicians Placed on Conditional Employment	21
TOTAL	64

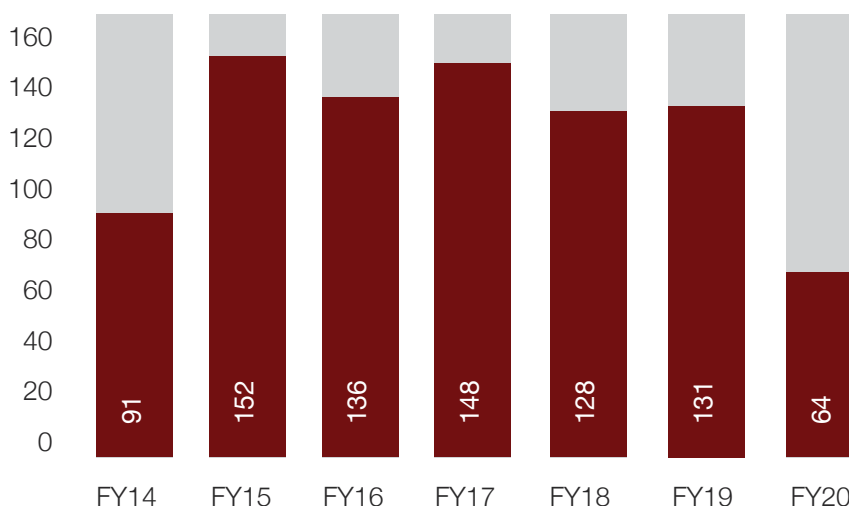
Disciplinary Actions



PRACTICE RELATED DISCIPLINARY ACTIONS *

Thirty-nine (39) pharmacy technicians, 16 pharmacists, 8 pharmacies and 1 drug distributor were disciplined for practice-related issues during FY 20, representing a 51% decrease from FY 19. Pharmacy technicians experienced the largest decrease in practice-related disciplinary actions, with an overall 51.8% decline.

(Total Practice-Related Disciplinary Actions by FY)

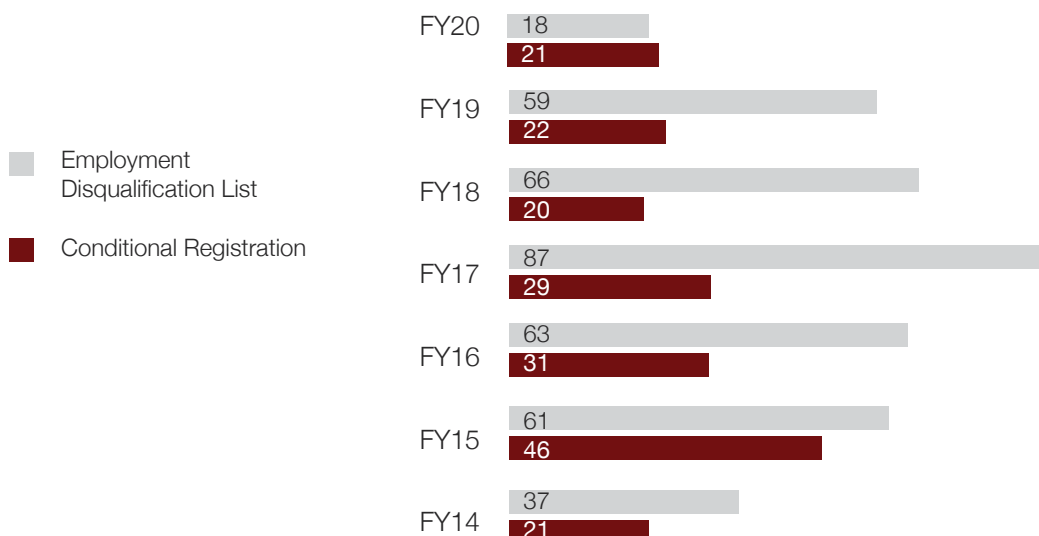


* Does not include tax suspensions pursuant to § 324.010, RSMo.

PHARMACY TECHNICIAN DISCIPLINE

Pharmacy technician disciplinary actions experienced the largest decrease with a 51.8% overall reduction. Thirty-nine (39) pharmacy technicians were disciplined for practice-related reasons, comprising 64% of all practice-related disciplinary actions issued by the Board.

(Practice Related Pharmacy Technician Discipline by FY)



Disciplinary Actions



GROUND FORS FOR TECHNICIAN EMPLOYMENT DISQUALIFICATION

(Cause for EDL / # Disciplined)

- Criminal History (4)
- Diversion/Attempted Diversion (4)
- Misconduct/Unauthorized Dispensing (3)
- Illegal Drug Usage/Positive Drug Test (1)
- Theft (Non-Drug Related) (6)

GROUND FORS FOR TECHNICIAN CONDITIONAL REGISTRATION

(Cause for CR/ # Disciplined)

- Criminal History (5)
- Diversion (1)
- Improper/Prior admitted drug use (6)
- Misconduct/Unauthorized Dispensing (2)
- Theft (Non-Drug Related) (4)
- Unlicensed activity (Working while suspended/expired) (3)

PHARMACIST DISCIPLINE BY FY:

Pharmacist practice-related discipline decreased by 38%, with a total of 16 pharmacists disciplined in FY 20. Significantly, the total number of disciplined pharmacists represents less than 0.14% of Missouri-licensed pharmacists at the close of FY 20.

	FY14	FY15	FY16	FY17	FY18	FY19	FY20
Censure	7	5	6	6	3	11	5
Probation	6	5	14	13	15	10	6
Suspension	0	2	0	0		0	
Suspension/Probation	2	4	4	0	1	0	2
Revocation	2	1	3	1	1	1	2
Voluntary Surrender (treated as discipline)	--	--	--	4	1	4	1
TOTAL	17	17	27	24	21	26	16

Disciplinary Actions



PHARMACY DISCIPLINE BY FY

Pharmacies discipline decreased by 50% as reflected below:

	FY14	FY15	FY16	FY17	FY18	FY19	FY20
Censure	2	9	4	0	4	0	1
Probation	9	12	8	7	9	15	5
Revocation	0	0	2	0	0	0	0
Voluntary Surrender	0	0	0	0	2	1	2
TOTAL	11	21	14	7	15	16	8

DRUG DISTRIBUTOR DISCIPLINE BY FY

While the number of drug distributor disciplinary actions are historically low, drug distributor discipline decreased by 83%:

	FY14	FY15	FY16	FY17	FY18	FY19	FY20
Censure	0	0	0	0	0	0	0
Probation	0	3	1	0	4	6	1
Voluntary Surrender	0	0	0	0	0	0	0
TOTAL	0	3	1	0	4	6	1

Inspections/Investigations

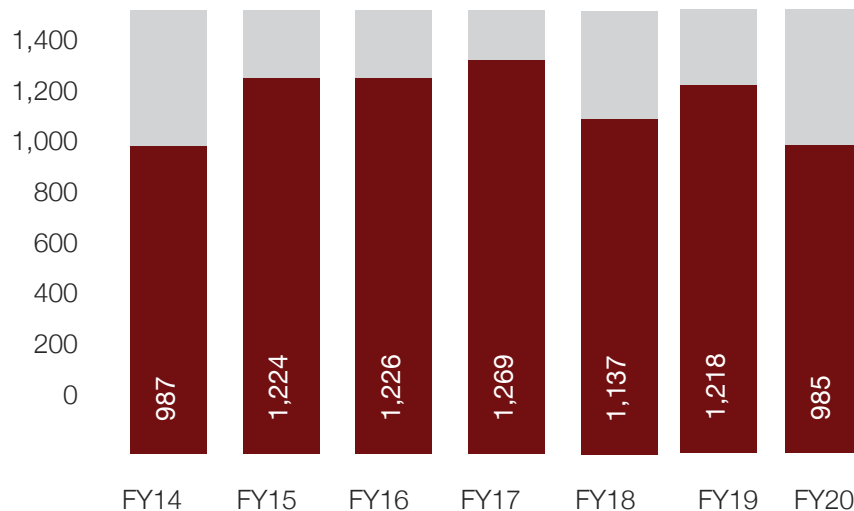


Inspection/Investigation Summary

The Board conducts new and routine inspections of all Missouri located pharmacies, drug distributors, drug outsourcers and third-party logistics providers. Board inspectors also conduct investigations as assigned.

- 985 regulatory inspections were conducted in FY 20, representing a 19% decrease from FY19. This decrease is primarily attributed to COVID-19 related state travel and work restrictions during FY 20, which included a seven (7) week suspension of all non-emergency Board inspections. Additionally, a modified inspection schedule was implemented in February 2020 to reduce the risk of COVID-19 exposure for Board staff and Missouri patients. The Board anticipates returning to a full inspection schedule in 2021-2022.
- 809 pharmacy, 166 drug distributor, 1 drug outsourcer and 9 third-party logistics provider inspections were conducted. Thirty-one (31) drug distributors were exempt from inspection as state facilities or as authorized by 20 CSR 2220-5.040 for facilities inspected by the U.S. Food and Drug Administration. The Board continues to inspect all sterile compounding pharmacies annually.
- Total investigations decreased by 9% to 211 investigations. The decrease is attributable to COVID-19 related work/travel restrictions during the last fiscal quarter.

FY 19 - Pharmacy/Drug Distributor Inspection Summary



INSPECTION FINDINGS

At the conclusion of an inspection, the inspector may initiate one of the following resolutions:

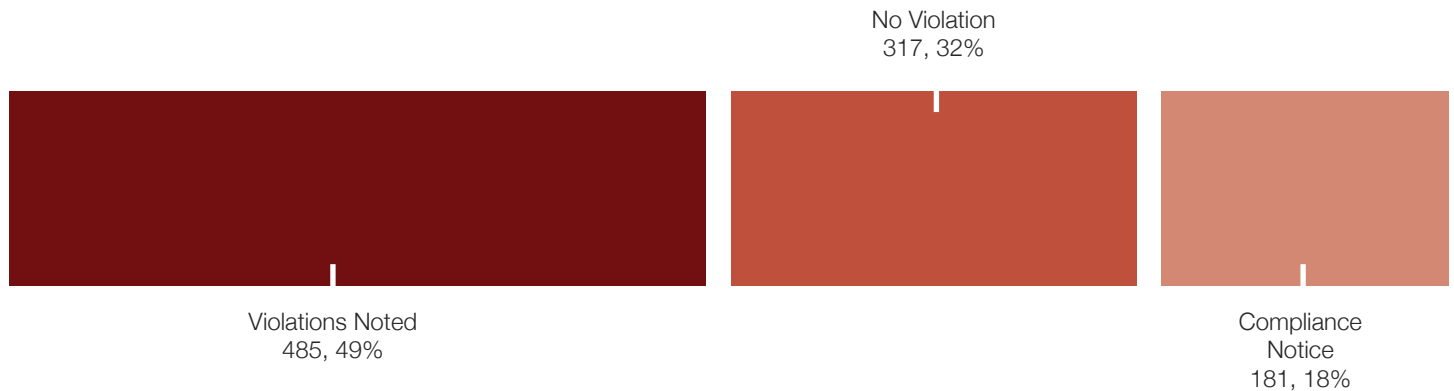
- Observation Report: Issued if no compliance issues are identified at the time of inspection or if compliance violations are noted that can generally be corrected and do not require further review/documentation.
- Compliance Notice: Issued if compliance concerns are discovered that require official documentation of corrective measures or in instances of multiple or repeat compliance violations.
- Quality Assurance Report: Issued if there is a specific question regarding the dispensing/handling of a particular prescription and/or drug.
- Investigation: An investigation may be initiated during an inspection if additional factual information may be necessary to assess compliance.

Inspections/Investigations



FY20 INSPECTION RESULTS*

Approximately 67% of Board inspections resulted in violations noted or a compliance notice being issued as reflected below:

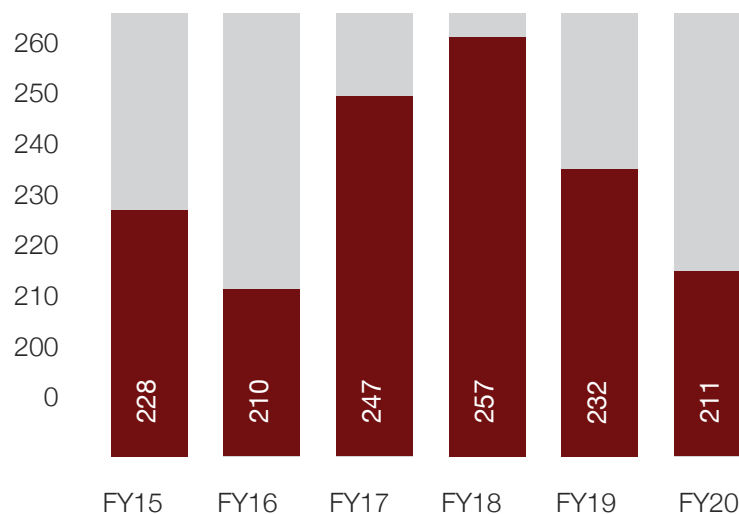


Inspection results in each category remained statistically consistent (e.g., no violation, violations noted, compliance notices). However, the percentage of compliance notices requiring documentation of corrective measures declined for the second consecutive fiscal year, with a 17% decrease.

** Includes inspection results for follow-up inspections and investigations.*

FY 20 INVESTIGATION SUMMARY

Total investigations declined by 9%, which is primarily attributable to COVID-19 related work/travel restrictions for Board Inspectors during the fiscal year:



Compounded Drug Testing



Testing Summary

In 2003, the Board initiated a program to test drug preparations compounded by pharmacies. All preparations are tested for potency and, if applicable, sterility and endotoxins. The tables listed below are for the fiscal year ending June 30, 2020:

Dosage Form	Tests Performed
Capsule	19
IV Solution	2
Inhalation Solution	2
Injectable	14
Oral Suspension	8
Tablet	2
Topical Cream/Ointment	9
Topical Solution	1

Test Results	Tests Performed	Percentage
Satisfactory	46	80.7%
Unsatisfactory	11	19.3%
Total	57	100%

All unsatisfactory results were related to potency failures. An acceptable potency range is considered +/- 10% of the expected potency, unless a U.S.P. monograph states a different range for a specific preparation. Failing potency results ranged from 21.2% to 130.7%. Pharmacies are notified of unsatisfactory results and asked to complete a quality assurance review of their compounding practices and provide a corrective action plan.

Drugs With Unsatisfactory Results
Budesonide
Gabapentin
Naltrexone HCl
Piroxicam
Progesterone
Salicylic Acid/Urea
Sildenafil
Tacrolimus
Triamcinolone/Sulfur
Vancomycin HCl



Rule Changes

The Board continued to review Missouri's pharmacy rules to ensure appropriate and consistent regulation and to adopt a standards of practice approach that is focused on:

- Establishing standards of practice to ensure patient safety
- Eliminating unnecessary regulatory requirements, and
- Maximizing pharmacist skill, training and education to enhance patient access to care.

The following rules were promulgated by the Board in FY20:

Promulgated Rules

PROMULGATED RULES		
20 CSR 2220-2.145	Minimum Standards for Multi-Med Dispensing	Removed restrictions on use of multi-med paks and increased flexibility for long-term care dispensing.
20 CSR 2220-2.200	Sterile Compounding	Updated and clarified medication recall procedures (similar emergency rule effective in FY 19)
20 CSR 2220-2.710	Pharmacy Technician and Intern Pharmacist Supervision (Emergency Rule)	Established standards for pharmacy technician supervision, including, remote technology-assisted supervision.
20 CSR 2220-2.725	Remote Data Entry Sites (Emergency Rule)	Authorized and established requirements for pharmacy technician/ intern pharmacist remote data entry sites.
20 CSR 2220-2.990	Rx Cares for Missouri Program	Implemented and established requirements for the Rx Cares for Missouri program created by § 338.710, RSMo.
200 CSR 2220-2.995	Board Approved Pilot and Research Projects	Implemented and established application requirements/criteria for pharmacy research pilot projects as authorized by § 338.143, RSMo.
20 CSR 2220-6.055	Non-Dispensing Activities (Emergency Rule)	Removed restrictions and authorized pharmacy technicians to assist a pharmacist with non-dispensing activities outside of a pharmacy
20 CSR 2220-7.075	Temporary Pharmacist License for Non-Resident Military Spouses	Established a temporary pharmacist license for non-resident military spouses and expedited application procedures, as authorized by § 324.008, RSMo.

*Rules implemented 2018 legislation.



Strategic Initiatives

As part of its regulatory mission, the Board continued its efforts to protect Missouri citizens and enhance Board operations. The Board approved/sponsored the following in FY 20:

LEGISLATIVE PROPOSALS

The following legislative proposals were approved by the Board for the 2019-2020 legislative session:**

- Generic Substitution for Medication Orders: Would incorporate “medication orders” into the current generic substitution statute (§ 338.056) and require that prescriptions/medication orders have a valid manual or electronic signature (current law only references manual signatures).
- Pharmacist Adaptation: Would allow a pharmacist to adapt a prescription to comply with the prescriber’s intent. Would also expand pharmacist authority to consolidate refills by removing the 3-month prior prescription requirement.
- Emergency Dispensing: Expand pharmacist authority to dispense emergency non-controlled medication by removing the current 7-day quantity limit for emergency dispensing.
- Therapeutic Interchange: Expand patient access to care by allowing a pharmacist to dispense a therapeutically interchangeable drug with prior notification to the patient, if the prescriber allows substitution and payment will be made or reimbursed by an insurer or health carrier.
- Board Disciplinary Discretion: Would preserve the Board’s discretion to enter appropriate discipline in licensing cases and further provide such discretion shall not transfer to the Administrative Hearing Commission.

** Legislative proposals are subject to Governor approval.

Compliance:

The Board continued its campaign to encourage and promote compliance and patient safety. The Board sponsored/hosted the following free continuing education webinars in FY19:

- 2019 Sterile Compounding Update
- 2019 Legislative Update
- 2019 Chief Inspector Compliance Update (Q&A Session)*
- Missouri Bureau of Narcotics and Dangerous Drugs Update (BNDD)
- COVID-19 Update (March 2020)
- COVID-19 Update (April 2020)
- 2020 Regulation Update

** Webinar

Strategic Initiatives



The Board reviewed its FY 19 strategic planning focus in October 2019 and adopted the following FY 20 Strategic Focus Goals. The Board also continued its focus on implementing standards based regulation that would increase access to pharmacy services by:

FY 20 BOARD STRATEGIC FOCUS PLAN:

Licensee Education & Training	<p>Continue to enhance licensee education, training & outreach:</p> <ol style="list-style-type: none">1. Update the Missouri Practice Guide by December 2019, and annually thereafter. Provide complimentary copies to each Missouri pharmacy every two (2) years. Explore different presentation formats, including, an app or posting individual sections online.2. Increase subscribers to the Board's electronic alerts & newsletters. Explore ways to incorporate subscribing as part of the initial application and renewal process.3. Continue current compliance webinars, including a webinar on quality assurance. Explore possibility of shorter targeted videos.4. Increase print and electronic licensee communications, including, mailing of Board newsletters and informational materials.5. Provide information on Board educational materials on initial licensure for pharmacies and drug distributors.6. Collaborate with Missouri pharmacy related associations to promote/advertise Board activities and educational opportunities via their membership communication tools.7. Develop anonymous mechanism for public/licensee questions8. Identify ways to build trust and relationships with licensees and Missouri pharmacy groups9. Discuss Board adoption/endorsement of a pharmacist ethical code
Well-Being Program	<ol style="list-style-type: none">1. Update and maintain online resource center containing Missouri treatment resources2. Explore collaboration with Dental Board program and other organizations/entities3. Identify alternative treatment and counseling opportunities that could be provided by the Board4. Have Board members attend the APhA impairment training program in Utah. Require attendance in impairment related Board disciplinary orders, as deemed appropriate.

Strategic Initiatives



Quality Assurance	<ol style="list-style-type: none"> 1. Establish a Board sub-committee to research and make recommendations on ways to incorporate and promote effective process improvement, continuous quality improvement and Just Culture in pharmacy. The Sub-Committee's review should include other state initiatives, recommendations from the Board's 2015 Patient Safety Committee and other evidence-based materials/studies deemed appropriate. 2. Discuss potential continuous quality improvement legislation/rules
Board Meeting Procedures	<p>Continue to identify ways to enhance and streamline Board meeting procedures. The following recommendations were made:</p> <ul style="list-style-type: none"> • Implement recommended staff delegation list with Board approved modifications. • Limit the size of agenda addendums to allow sufficient time for review. Establish addendum cutoff dates. • Explore alternative electronic meeting options such as WebEx • Develop quarterly staff report on cases closed/addressed pursuant to staff delegation • Discuss IT support for Board meetings/staff, including, providing equipment/software to support Board activities
Board Administrative Operations	<ul style="list-style-type: none"> • Continue to identify and provide Board inspector and staff training opportunities. • Increase employee cross-training • Continue to review and update Board internal policies and procedures • Discuss/develop employee succession plan • Explore/provide Lean Six Sigma training for other Board staff
Patient Counseling	<ul style="list-style-type: none"> • Develop and implement a patient counseling educational campaign for both pharmacists and patients that would: <ol style="list-style-type: none"> 1. Increase pharmacy awareness of effective ways to offer and provide counseling 2. Increase patient awareness of their right to request counseling and 3. Promote better pharmacist-patient communication • Provide additional support and patient counseling resources for licensees • Explore ways to strengthen pharmacist and permit holder accountability and responsibility • Promote patient counseling education campaign as part of American Pharmacists Month in October
Board Member Development	<ul style="list-style-type: none"> • Research and provide Board member training on industry changes/topics that may impact practice. Training may include written materials or speaker presentations during Board meetings.

Strategic Initiatives



Standards-Based Regulation	<ul style="list-style-type: none">• Host a strategic Board discussion on implementing standards-based regulation• Develop and implement a roadmap for incorporating a standards-based regulatory approach that would allow pharmacists to maximize their scope of practice• Work with legal counsel to identify required statutory changes and regulatory opportunities/challenges• Gather licensee/stakeholder feedback
General/Miscellaneous	<ul style="list-style-type: none">• Review Missouri's drug utilization review requirements

In 2017, the Missouri General Assembly enacted the Rx Cares for Missouri Program within the Board of Pharmacy to promote medication safety and to prevent prescription drug abuse, misuse and diversion in Missouri. Simultaneously, § 338.142, RSMo, was enacted which granted the Board authority to establish a drug take-back program for controlled substances, in consultation with the Missouri Department of Health and Human Services. The Board subsequently established the statewide Rx Cares for Missouri Medication Destruction and Disposal Program (the Program) for the collection of unused/unwanted medication. Funding for the Program was initially appropriated in FY19; FY 20 was the first implementation year for Program operations.

Pursuant to state contract, the Program is managed/operated by Sharps Compliance® under the supervision of the Board. The Program plays a critical role in combatting the opioid epidemic by providing safe options for patient disposal of unused or unwanted medication. Eligible program participants include:

- A licensed Missouri pharmacy or drug distributor
- A licensed healthcare provider authorized to prescribe controlled substances
- A hospital, office, clinic, or other medical institution that provides health care services
- A federal, state, local, or municipal public health, law enforcement, or other governmental agency, or
- A higher education institution located in Missouri that is accredited by a national or regional accrediting body recognized by the United States Secretary of Education. [20 CSR 2220-2.990]

Program participants must be approved by the Board. Once approved, participants are provided a medication collection receptacle that complies with state and federal controlled substance laws. Collected medication can be mailed/submitted to an approved Sharps Compliance® vendor up to twelve (12) times per year at no cost to the participant. Sixty-two (62) Program participants were approved during FY 20 as listed below:

Austin Plaza Pharmacy (Potosi)	Key Drugs (Poplar Bluff)
CareSTL Health #1 (St. Louis)	Lake Regional Pharmacy – CMC (Camdenton)
CareSTL Health #3 (St. Louis)	Lake Regional Pharmacy - Eldon
Children's Mercy Employee Wellness Center (Kansas City)	Lake Regional Pharmacy - Lake Ozark
County Market Pharmacy 392 (Vandalia)	Lake Regional Pharmacy - Laurie
D&H Drug Store – Broadway (Columbia)	Lakeland Pharmacy #7 (Willa Springs)
D&H Prescription Drug (Columbia)	Marceline Family Pharmacy (Marceline)
Downtown Drug (Seymour)	Medical Center Pharmacy (Sedalia)
Eldon Drug Company (Eldon)	Medicenter Pharmacy (Cape Girardeau)
Family Medicine Pharmacy (St. Joseph)	Medley Pharmacy - Gerald
Gower Family Pharmacy (Gower)	Medley Pharmacy - Owensville
Green Hills Pharmacy (Brookfield)	Mercy Pharmacy - Joplin
Greenfield Pharmacy (Greenfield)	Mercy Pharmacy - Kennerly
Hendrick Medical Center (Chillicothe)	Mercy Pharmacy - Nixa
Hines Street Pharmacy (Republic)	Mercy Pharmacy – SGC (Springfield)
Key Drugs (Dexter)	Mercy Pharmacy - Springfield

Rx Cares for Missouri Program



Mercy Pharmacy Evans Road

Mercy Pharmacy St. Robert

North End Family Pharmacy (St. Joseph)

Northwest Pharmacy Services (Hamilton)

Parkland Apothecary, LLC (Desloge)

Praters Pharmacy – Sarcoxie

Prater's Pharmacy – Seneca

Rogersville Pharmacy (Rogersville)

Sam's Health Mart Pharmacy # 2 (Moberly)

Sam's Health Mart Pharmacy # 3 (Fayette)

Sam's Health Mart Pharmacy #1 (Moberly)

Savannah Family Pharmacy (Savannah)

Scotland County Pharmacy (Memphis)

Sinks Pharmacy – E. 10th St. (Rolla)

Sinks Pharmacy – Bourbon

Sinks Pharmacy- Iberia

Sinks Pharmacy – South

Sinks Pharmacy - St. Clair

Sinks Pharmacy - Sullivan

Sinks Pharmacy - Vienna

Sinks Pharmacy - Waynesville

Sinks Pharmacy- Belle

St. Joseph Outpatient Pharmacy (Kansas City)

St. Louis Hills Pharmacy (St. Louis)

St. Louis Pharmacy (St. Louis)

Steelville Drug (Steelville)

Towne Pharmacy (Cuba)

Twin City Pharmacy (Marble Hill)

West Pine Pharmacy (St. Louis)

Wright Memorial Hospital (Trenton)

York and Co. Pharmacy (Richland)

The Board expended approximately \$ 220,386.71 for the Program in FY 20 and approximately 836.95 pounds of medication were destroyed between January 2020 and June 30, 2020. While collection totals were relatively smaller, program totals only reflect medication destruction during a portion of the fiscal year. Specifically, participant enrollment and shipment/installation of collection receptacles occurred during the first half of FY 20, with medication destruction beginning in January 2020. Program totals were also likely impacted by COVID-19 related pharmacy closures and public access/travel restrictions at the end of FY 20. The Board anticipates an increase in Program reach in FY 21 and will continue marketing the Program to increase awareness and participation.

